



September 20, 2010

Ongoing Child Care Financial Assistance Program Community Support Functions

Purpose: Assist CCFAP benefit applicants and child care providers in the community to successfully navigate the Economic Services centralized intake system for child care financial assistance.

- Provide one-on-one assistance to applicants and recipients of CCFAP, including: completing applications, understanding and acquiring required documentation, helping track cases through the call center, helping resolve problems
- Be in contact with call center personnel as an intermediary or coach between families, providers and call center functions
- Familiarize applicants and recipients with the state benefits system, including online applications for benefits
- Assist applicants and recipients with other program eligibility and benefits as time allows
- Help families transition between specialized child care assistance and income eligible child care financial assistance
- Document people's experiences with the ESD call center and provide that feedback to ESD and/or DCF
- Consult with providers around subsidy issues for families utilizing their program
- Accept referrals from providers for families who might be having trouble accessing the state system
- Act as an intermediary for providers (regarding CCFAP payment issues and other concerns) with CDD
- Maintain a local knowledge base to support providers and families that is accessible on an ongoing basis to decrease the number of technical assistance calls to CDD and ESD
- Assist providers in learning how to access the state system